

## NP-2 Collocation Performance

**Metric NP-2-01: % On Time Response to Request for Collocation – Total (Physical Collocation, SCOPE<sup>21</sup>, CCOE<sup>22</sup> and Virtual Collocation):** Measures the percentage of collocation applications that are responded to by the committed response date (as extended for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

**Metric NP-2-02: Average Interval – Physical Collocation:** The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

**Metric NP-2-03: Average Interval – SCOPE:** The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

**Metric NP-2-04: Average Interval – CCOE – BA Equipment is Secure:** The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

**Metric NP-2-05: Average Interval – CCOE – BA Equipment is Unsecured:** The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

**Metric NP-2-06: Average Interval – Virtual Collocation:** The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

**Metric NP-2-07: % On Time – Completion – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation):** Measures the percentage of collocation requests that are completed by the committed completion date (as extended for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

**Metric NP-2-08: Average Delay Days – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation):** If completion does not occur by the committed completion date (as extended for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses), the average number of *business* days between the committed completion date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

<sup>21</sup> Secured Collocation Open Physical Environment.

<sup>22</sup> Cageless Collocation – Open Environment.

- Interval stops for "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements (including, but not limited to, a CLEC failure to make a payment when due).
- Interval stops for CLEC milestone misses (including, but not limited to, a CLEC failure to make a payment when due).

**Metrics NP-2-01 and 07:** 95% on time according to the following schedule. All intervals are subject to postponement for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses.

**Metric NP-2-01:**

Interval for initial response to request for Physical Collocation, SCOPE, CCOE or Virtual Collocation (for the form of the response, see BA-VA Tariff S.C.C.-Va.-No. 218<sup>23</sup>, § 2.B.3.b.(1)(a), (b) and (c)):

- 15 Business Days

**Metric NP-2-07:**

Interval for completion:

- Physical Collocation: 90 Calendar Days
- SCOPE: 60 Calendar Days
- CCOE: If BA equipment is secure—60 Calendar Days
- CCOE: If BA equipment is unsecured—60 Calendar Days
- Virtual: 60 Business Days
- 30 Day Augments (Adding DSLAM, Splitter, Cabling if terminating equipment already established)
- 60 Day Augments (Powering, Additional Space)

<sup>23</sup> Interim Tariff – subject to change.  
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Interval start dates for Metrics NP-2-01 and 07 will be as follows:

- No forecast received: 3 months after application date.
- Forecast received 1 month prior to application date: 2 months after application date.
- Forecast received 2 months prior to application date: 1 month after application date.
- Forecast received 3 months prior to application date: on the application date.

The "application date" is the date that a valid application for collocation (including all fees and charges that must be paid by the application date) is received by BA.

**Metrics NP-2-02, 03, 04, 05, 06 and 08: No standard.**

<b>Company:</b> <ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> <li>• BA Affiliate Aggregate</li> <li>• BA Affiliate Specific</li> </ul>		<b>Geography:</b> <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>NP-2-01</b>	<b>% On Time Response to Request for Collocation – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of requests for collocation where initial response to request was due in the report period and initial response was provided on time (as extended for "time-outs" and CLEC milestone misses).	Count of requests for collocation where initial response to request was due in the report period.
<b>NP-2-02</b>	<b>Average Interval – Physical Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
<b>NP-2-03</b>	<b>Average Interval – SCOPE</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
<b>NP-2-04</b>	<b>Average Interval – CCOE – BA Equipment is Secure</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
<b>NP-2-05</b>	<b>Average Interval – CCOE – BA Equipment is Unsecured</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
<b>NP-2-06</b>	<b>Average Interval – Virtual Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
<b>NP-2-07</b>	<b>% On Time – Total (Physical Collocation, SCOPE, CCOE, Virtual Collocation, and 30-and 60-day Augments)</b>	

<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of collocation arrangements completed during the report period on or before due date (as extended for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period.
<b>NP-2-08</b>	<b>Average Delay Days – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	For collocation arrangements completed during the report period that were completed after the due date (as extended for "time-outs" and CLEC milestone misses), sum of duration in business days between due date and actual completion date (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period that were completed after the due date (as extended for "time-outs" and CLEC milestone misses).
<b>NP-2-06</b>	<b>Average Interval – 30 Day Augments of Existing Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Duration in <i>business</i> days from completion interval start date to completion date for collocation augments in 30 day category completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of augments in 30 day category completed during the report period
<b>NP-2-06</b>	<b>Average Interval – 60 Day Augments of Existing Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Duration in <i>business</i> days from completion interval start date to completion date for collocation augments in 60 day category completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of augments in 60 day category completed during the report period

## NP-5 Network Outage Notification

This metric measures the percentage of network outage event notices that are transmitted within 30 minutes after the responsible BA work center has determined that a network outage event notice is needed and has commenced the notice process. The measured notices include notices that are sent by electronic mail.

The events that Bell Atlantic reports to CLECs include the following:

911: Any disruption of BA 911 service regardless of duration.

IOF/Transport: Failure of one or more T3s for 30 minutes or more. Failure of one or more T3s that support TSP rated services (Defense or FAA Government critical circuits), for 15 minutes or more.

Switch: Total switch failure for two minutes or more. Partial switch failure involving 5000 or more lines for 30 minutes or more.

Signaling: SS7 node isolation for five minutes or more. STP or SCP down for two hours or more.

Power: Any power failure resulting in a major service interruption.

Fire: Fires resulting in a major service interruption, or having the potential to cause a major service interruption.

Local Loop/Sub Cable Failure: A subscriber cable failure resulting in 25 or more initial customer reports.

- Notices for CLECs which elect to receive notices on a delayed basis.
- Notice to a CLEC which is not ready to receive the notice.
- Fax notices.

Parity with BA Retail.

Company:

- BA Retail
- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

**NP-5-01**

**% of Network Outage Notices Sent Within 30 Minutes**

Calculation	Numerator	Denominator
	Number of network outage notices in the reporting period that are transmitted within 30 minutes.	Total number of network outage notices in the reporting period.

## NP-6 NXX Updates

This metric measures the percentage of NXX updates that were installed in BA's switches by the Local Exchange Routing Guide ("LERG") effective date. This metric will be measured and reported on a calendar quarterly basis.

- NXX updates where the interval between BA receipt of the CLEC request for the NXX update and the CLEC requested NXX update installation date is less than the industry standard interval specified by ATIS for requesting an NXX update (including, but not limited to, a requested activation date that is less than 66 days from receipt of the CO Code Assignment Request Form by the neutral code administrator in the LERG, or a requested activation date that is less than 45 days from input of code request information into the LERG).
- Delays in installation of NXX updates caused by the CLEC (including, but not limited to, activation requests with errors or omissions in the LERG, RDBS or BRIDS, changes in the information entered in the LERG, RDBS or BRIDS, or delays in assignment of NXX codes or installation of NXX codes caused by the CLEC).

Parity with BA Retail.

Company:

- BA Retail
- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

**NP-6-01**

**% of NXX Updates Installed by the LERG Effective Date**

**Calculation**

**Numerator**

Number of NXX updates in the reporting period that were installed by the LERG effective date.

**Denominator**

Total number of NXX updates in the reporting period.

**Note:**

This is a new metric. Development work will be required before this metric can be implemented.

## Billing Performance (BI)

### BI-1 Timeliness of Daily Usage Feed

The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed ("DUF"). Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and Holiday usage is captured on the next Business day. Usage for all CLECs is collected at the same time as BA's.

The DUF includes categories 10-xx-xx (unrated usage), 11-xx-xx (Meet Point billing records), and 01-xx-xx (special rated usage).

The "transmission" date will be: (1) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is ready to receive the transmission, the date the usage data is transmitted from BA to the CLEC; (2) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is not ready to receive the transmission, the date BA is ready to transmit the usage data; and, (3) for usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service, the date the usage data is delivered by BA to the U.S. Postal Service or private delivery service. If a CLEC elects to receive its usage data both electronically via telecommunications and on a Tape Cartridge, BA will measure only the time to provide the usage data electronically via telecommunications.

- None

$$\left[ \frac{\text{Total usage records in "y" business days}}{\text{Total usage records on file}} \right] \times 100$$
  
(note: y = 3, 4, 5 or 8)

**Metrics BI-1-01, 03 and 04:** No standard. Not included in Performance Assurance Plan Payments.

**Metric BI-1-02:** 95% of DUF in 4 Business Days.<sup>24</sup>

Company:

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

<sup>24</sup> This standard applies to both usage data that is sent electronically via telecommunications (Connect: Direct) and usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service.



<b>BI-1-01</b>	<b>% DUF in 3 Business Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 3 days or less.	Count of Usage Records on DUF tapes processed during month.
<b>BI-1-02</b>	<b>% DUF in 4 Business Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 4 days or less.	Count of Usage Records on DUF tapes processed during month.
<b>BI-1-03</b>	<b>% DUF in 5 Business Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 5 days or less.	Count of Usage Records on DUF tapes processed during month.
<b>BI-1-04</b>	<b>% DUF in 8 Business Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 8 days or less.	Count of Usage Records on DUF tapes processed during month.

## BI-2 Timeliness of Carrier Bill

The percentage of ExpressTRAK<sup>25</sup> paper carrier bills and CABS paper carrier bills sent to the carrier, unless the carrier requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.

- A bill whose transmission is delayed at the request of the billed carrier.

$[(\text{Number of bills sent within 10 business days}) / (\text{Number of bills sent})] \times 100$

98% in 10 Business Days

Company:

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

<b>BI-2-01</b>	<b>Timeliness of Carrier Bill</b>	
<b>Products</b>	ExpressTRAK <sup>26</sup> paper carrier bills and CABS paper carrier bills (combined data)	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of carrier bills sent to CLEC within 10 business days of bill date.	Count of Carrier Bills distributed

<sup>25</sup> Until ExpressTRAK is available, the CRIS system will be used.

<sup>26</sup> Until ExpressTRAK is available, the CRIS system will be used.

### BI – 3 Billing Accuracy

The percentage of carrier bill BA charges (as shown on ExpressTRAK<sup>27</sup> paper bill) adjusted due to billing errors.

- Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, Performance Assurance Plan Payments, out of service credits, special promotional credits.
- Metric BI-3-03: Charges adjusted due to billing errors resulting from order activity post completion discrepancies.

**Metric BI-3-01:** No standard. Not included in Performance Assurance Plan Payments.

**Metric BI-3-03:** Parity with BA Retail.

Company:

- BA Retail
- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

<b>BI-3-01</b>	<b>% Billing Adjustments – Including Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of dollars adjusted for billing errors	Total Dollars Billed
<b>BI-3-03</b>	<b>% Billing Adjustments – Excluding Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of dollars adjusted for billing errors	Total Dollars Billed

<sup>27</sup> Until ExpressTRAK is available, the CRIS system will be used.

## BI – 4 DUF Accuracy

**Metric BI-4-01:** This measure captures the accuracy of the usage records transmitted from BA to the CLEC on the Daily Usage Feed ("DUF"). The measure is derived by dividing the number of usage records delivered in the reporting period that had complete information content and proper formatting by the total number of usage records delivered in the reporting period. The CLEC must report to BA within thirty (30) days after receipt usage records that do not have complete information content or proper formatting.

In order to allow CLECs thirty (30) days to report DUF errors, the measurement for a reporting period will be reported and used for Performance Assurance Plan Payments purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).

**Metric BI-4-02:** This metric measures the percentage of corrected usage records that were transmitted to the CLEC on or before the due date. For the purposes of this metric, a corrected usage record will be deemed to be due 30 days after the date on which the CLEC reported to BA that the original usage record did not have complete information content or proper formatting.

For Metric BI-4-01, any usage record with incomplete information content or improper formatting that is not reported to BA by CLEC within thirty (30) days after CLEC receipt of the usage record.

For Metric BI-4-02, any corrected usage record that corrects an inaccurate usage record (a usage record that did not have complete information content or proper formatting) that was reported to BA by the CLEC more than thirty (30) days after the CLEC's receipt of the inaccurate usage record.

**Metric BI-4-01:**  $[(\text{Number of usage records delivered in the reporting period that had complete information content and proper formatting}) / (\text{Total number of usage records delivered in the reporting period})] \times 100$

**Metric BI-4-02:**  $[(\text{Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date}) / (\text{Total number of corrected usage records due in the reporting period})] \times 100$

**Metric BI-4-01:** 95%

**Metric BI-4-02:** No standard. Not included in Performance Assurance Plan Payments.

**Company:**

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

**Geography:**

- State

BI-4-01	% Usage Accuracy	
Calculation	Numerator	Denominator
	Number of usage records delivered in the reporting period that had complete information content and proper formatting	Total number of usage records delivered in the reporting period

<b>BI-4-02</b>	<b>% Corrected Usage Records Delivered On-Time</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date	Total number of corrected usage records due in the reporting period

**Note:**

This is a new metric. Development work will be required before this metric can be implemented.

### BI – 5 Accuracy of Mechanized Bill Feed

This measure captures the accuracy of the mechanized bill feed for ExpressTRAK<sup>28</sup> bills. The measure is derived by dividing the total number of mechanized bill feed files delivered in the reporting period that had complete information content and proper formatting by the total number of files delivered in the reporting period. The CLEC must report to BA within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting.

In order to allow CLECs thirty (30) days to report mechanized bill feed errors, the measurement for a reporting period will be reported and used for Performance Assurance Plan Payments purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).

Any file with incomplete information content or improper formatting not reported to BA by CLEC within thirty (30) days after CLEC receipt of the file.

$$\left[ \frac{\text{Total number of files delivered in the reporting period that had complete information content and proper formatting}}{\text{Total number of files delivered in the reporting period}} \right] \times 100$$

95%

**Company:**

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

**Geography:**

- State

BI-5-01 % Accuracy of Mechanized Bill Feed		
Calculation	Numerator	Denominator
	Total number of files delivered in the reporting period that had complete information content and proper formatting	Total number of files delivered in the reporting period

**Note:**

This is a new metric. Development work will be required before this metric can be implemented.

<sup>28</sup> Until ExpressTRAK is available, the CRIS system will be used.

## BI – 6 Completeness of Usage Charges

This measure captures the completeness of BA usage charges and BA usage billing errors that are itemized by date on the ExpressTRAK<sup>29</sup> paper bill. It is derived by dividing the count of date itemized usage charges on the bill that were recorded during the last two billing cycles by the total count of date itemized usage charges that appear on the bill.

**Metric BI-6-02:** A usage charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.

$$\frac{[(\text{Usage charges shown on the bill that were recorded during the last two billing cycles}) / (\text{Total usage charges shown on the bill})] \times 100}{}$$

**Metric BI-6-01:** No standard. Not included in Performance Assurance Plan Payments.

**Metric BI-6-02:** Parity with BA Retail.

**Company:**

- BA Retail
- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

**Geography:**

- State

<b>BI-6-01</b>	<b>% Completeness of Usage Charges – Including Order Activity Post Completion Discrepancy Delayed Charges</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill
<b>BI-6-02</b>	<b>% Completeness of Usage Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill

<sup>29</sup> Until ExpressTRAK is available, the CRIS system will be used.

## BI – 7 Completeness of Fractional Recurring Charges

This measure captures the completeness of BA fractional recurring charges shown on the ExpressTRAK<sup>30</sup> paper bill. The measure is derived by dividing the fractional recurring charges shown on the bill that accrued in the last two billing cycles by the total fractional recurring charges shown on the bill.

A "fractional recurring charge" is a recurring charge for a service that was subscribed to by a CLEC for only a portion of a billing cycle (e.g., the monthly recurring charge for a service that was installed or terminated on 15<sup>th</sup> day of a 30 day bill cycle).

**Metric BI-7-02:** A fractional recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.

$$\left[ \frac{\text{Fractional recurring charges shown on the bill that accrued in the last two billing cycles}}{\text{Total fractional recurring charges shown on the bill}} \right] \times 100$$

**Metric BI-7-01:** No standard. Not included in Performance Assurance Plan Payments.

**Metric BI-7-02:** Parity with BA Retail.

Company:

- BA Retail
- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

BI-7-01	% Completeness of Fractional Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill
BI-7-02	% Completeness of Fractional Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill

<sup>30</sup> Until ExpressTRAK is available, the CRIS system will be used.  
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## BI – 8 Non-Recurring Charge Completeness

This measure captures the completeness of BA non-recurring charges shown on the ExpressTRAK<sup>31</sup> paper bill. The measure is derived by dividing the non-recurring charges shown on the bill that accrued in the last two billing cycles by the total non-recurring charges shown on the bill.

**Metric BI-8-02:** A non-recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.

$$\frac{[(\text{Non-recurring charges shown on the bill that accrued in the last two billing cycles}) / (\text{Total non-recurring charges shown on the bill})] \times 100}{}$$

**Metric BI-8-01:** No standard. Not included in Performance Assurance Plan Payments.

**Metric BI-8-02:** Parity with BA Retail.

Company:

- BA Retail
- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

<b>BI-8-01</b>	<b>% Completeness of Non-Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges</b>	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill
<b>BI-8-02</b>	<b>% Completeness of Non-Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges</b>	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill

<sup>31</sup> Until ExpressTRAK is available, the CRIS system will be used.  
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<b>Function:</b>	
<b>BI-9 Percent Billing Errors Corrected in X Days</b>	
<b>Definition:</b>	
Measures the timely correction of DUF errors and timely carrier bill adjustments.	
<b>Exclusions:</b>	
None	
<b>Performance Standard:</b>	
<p>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</p> <p>DUF:</p> <ul style="list-style-type: none"> <li>Severity 1 = 90% corrected in 24 hours and 100% in 5 business days</li> <li>Severity 2 = 90% corrected in 3 business days and 100% in 10 business days</li> <li>Carrier Wholesale Bill</li> </ul> <p>100% corrected within 45 Days.</p>	
<b>Methodology:</b>	
<ul style="list-style-type: none"> <li>This measurement applies to the daily usage feed and carrier wholesale bill adjustments.</li> <li>Performance for the DUF measurement is measured at two levels:</li> <li>Severity 1 Bill Affecting where X = 24 hours with a maximum of 5 business days to correct error</li> <li>Severity 2 Non-Bill Affecting where X = 3 business days with a maximum of 10 business days to correct error</li> <li>Elapsed time is measured in business days/hours. Clock starts when ILEC receives the CLEC's query or request for an adjustment (whether in electronic, written or voice form) and the clock stops when the CLEC receives the correct usage record from the ILEC.</li> <li>The ILEC shall send correct usage record within X days/hours of receipt of a query.</li> <li>The ILEC will adjust bill within X days (generally next CLEC bill unless adjustment request received after middle of the month).</li> <li>Only usage records fully corrected to the CLEC's specifications will be considered timely.</li> <li>Excluded situations:</li> <li>CLEC may agree to exclude adjustments disputed by ILEC from metric. If ILEC does not wish to pursue mutual agreement on such exclusion, ILEC must report separately the number of queries in dispute at end of the month as separate sub-metric</li> </ul>	
<b>Formula:</b>	
Percent Billing Errors Corrected in X Days = $\frac{\text{[(Number of ILEC Responses in X Days/Hours) / (Total Number of Queries in Reporting Period)]}{1} \times 100$	
<b>Report Dimensions:</b>	
<ul style="list-style-type: none"> <li>CLEC Specific</li> <li>CLEC Aggregate</li> <li>BA</li> <li>BA Affiliates</li> </ul>	<ul style="list-style-type: none"> <li>Bill Type (DUF, Carrier Wholesale Bill)</li> <li>Severity Type</li> </ul>

## Operator Services and Databases (OD)

OD-1 Operator Services – Speed of Answer		
Measures speed of answer for operator services and directory assistance.		
<ul style="list-style-type: none"> <li>None</li> </ul>		
Initial Measurement Period (the first six months after these Guidelines become effective): No standard. After the Initial Measurement Period: <ul style="list-style-type: none"> <li>Metrics OD-1-01 and 2: No standard.</li> <li>Metrics OD-1-03 and 04: 95% within 30 seconds.</li> </ul>		
Company: <ul style="list-style-type: none"> <li>BAVCLEC Aggregate (combined data)</li> </ul>		Geography: <ul style="list-style-type: none"> <li>Measured and reported for each BA operator service center and BA directory assistance center, serving CLEC Virginia customers.</li> </ul>
OD-1-01	Average Speed of Answer – Operator Services	
Calculation	Numerator	Denominator
	Sum of call answer time for calls to operator service (0) from time call enters queue until call is answered by operator	Number of calls to operator services answered
OD-1-02	Average Speed of Answer – Directory Assistance	
Calculation	Numerator	Denominator
	Sum of call answer time for calls to Directory Assistance from time call enters queue until call is answered by operator.	Number of calls to Directory Assistance answered
OD-1-03	% Calls Answered in 30 Seconds – Operator Services	
Calculation	Numerator	Denominator
	Number of calls to operator service answered within 30 seconds after the call enters queue	Number of calls to operator services answered

<b>OD-1-04</b>	<b>% of Calls Answered in 30 Seconds – Directory Assistance</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of calls to Directory Assistance answered within 30 seconds after the call enters queue	Number of calls to Directory Assistance answered

## **OD-2 LIDB, Routing and OS/DA Platforms**

### **LIDB:**

- LIDB reply rate to all query attempts: Bellcore produced standard
- LIDB query time out: Bellcore produced standard
- Unexpected data values in replies for all LIDB queries: 2%
- Group troubles in all LIDB queries Delivery to OS Platform: 2%

800 Database: Bellcore produced standard

AIN: Bellcore produced standard

Master Street Address Guide ("MSAG"): No standard (the MSAG is provided to BA by the applicable municipality and its accuracy is not subject to BA's control).

911/E911 Automatic Location Identification Database Updates (integrity of BA electronic systems handling and storing data): Parity with BA Retail (excluding BA order errors for non-Flow-Through orders and CLEC errors).

Directory Listing Database Updates (integrity of BA electronic systems handling and storing data): Parity with BA Retail (excluding BA order errors for non-Flow-Through orders and CLEC errors).

### **Note:**

While this metric establishes standards, it does not require measurement of BA performance or reporting of performance information.

### OD-3 DA Database Update Accuracy

Directory Assistance. For Directory Assistance updates completed during the reporting period, the update order that the CLEC sent to BA is compared to the Directory Assistance database following completion of the update by BA. An update is "completed without error" if the Directory Assistance database accurately reflects the new listing, listing deletion or listing modification, submitted by the CLEC.

This measurement will be performed using statistically valid samples.

Metric OD-3-02: Directory Assistance database errors resulting from service order errors (order activity post completion discrepancies).

$[(\text{Number of updates completed without error}) / (\text{Number of updates completed})] \times 100$

Metric OD-3-01: No standard.

Metric OD-3-02: Parity with BA Retail.

Company:

- BA Retail
- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

<b><u>OD-3-01</u></b>	<b>% Directory Assistance Update Accuracy – Including Service Order (Order Activity Post Completion Discrepancy) Errors</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of updates completed without error	Total number of updates completed
<b><u>OD-3-02</u></b>	<b>% Directory Assistance Update Accuracy – Excluding Service Order (Order Activity Post Completion Discrepancy) Errors</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of updates completed without error	Total number of updates completed

Note:

This is a new metric. Development work will be required before this metric can be implemented.

## General (GE)

GE-1 Directory Listing Verification Reports		
<p>This metric measures the percentage of directory listing verification reports transmitted on or before the due date. For the purposes of this metric, the due date for a directory listing verification report will be deemed to be the date 30 business days prior to the close out date for the directory. The process for obtaining listing verification reports is documented in BA's CLEC and Reseller Handbooks.</p>		
<ul style="list-style-type: none"> <li>• Reports that the CLEC has requested be transmitted less than 30 business days prior to the close out date for the directory.</li> </ul>		
<p>95% of directory listing verification reports transmitted on or before the due date.</p>		
<p>Company:</p> <ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> <li>• BA Affiliate Aggregate</li> <li>• BA Affiliate Specific</li> </ul>	<p>Geography:</p> <ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>GE-1-01</b>	<b>% of Directory Listing Verification Reports Furnished On-Time</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of directory listing verification reports due in the reporting period that are transmitted on or before the due date.	Total number of directory listing verification reports due in the reporting period.

## GE-2 Poles, Ducts, Conduit and Rights of Way

This metric measures the percentage of requests for access to BA poles, ducts, conduit and rights of way, for which a response stating whether access will be granted is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the date 45 days after BA's receipt of a complete and accurate request for access.

- Requests for access where the requesting party has agreed to receive a response to the request more than 45 days after BA's receipt of the request.
- Delays in BA's response to the request caused by the CLEC (including, but not limited to, a failure by the CLEC to submit a complete and accurate request [application] for access, a failure by the CLEC to timely provide information needed to process its request for access, and changes in the CLEC's request for access).

**Metric GE-2-01:** 95% of responses transmitted on or before the due date.

**Metric GE-2-02:** Parity

Company:

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

<b>GE-2-01</b>	<b>% of Access Request Responses Transmitted On-Time</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of access request responses due in the reporting period that are transmitted on or before the due date.	Total number of access request responses due in the reporting period.
<b>GE-2-02</b>	<b>% of Access Request Responses (Negative) Transmitted On-Time</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of negative (for lack of availability, or otherwise) access request responses due in the reporting period that are transmitted on or before the due date.	Total number of access request responses due in the reporting period.

**Note:**

This is a new metric. Development work will be required before this metric can be implemented.



### GE-3 Bona Fide Request Responses

This metric measures the percentage of bona fide requests ("BFRs") for access to UNEs, for which a response stating whether the requested access will be offered is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the due date specified in the CLEC's interconnection agreement with BA or such later date as may have been agreed to by the CLEC and BA.

- None.

No standard.

Company:

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

**GE-3-01**

% of BFR Responses Furnished On-Time

**Calculation**

**Numerator**

Number of BFR access request responses due in the reporting period that are transmitted on or before the due date.

**Denominator**

Total number of BFR access request responses due in the reporting period.

**Note:**

This is a new metric. Development work will be required before this metric can be implemented.

## Glossary

BA Administrative Orders	Orders completed by BA for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for BA official lines. [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
BA Affiliate	"BA Affiliate" means a person that (directly or indirectly) controls, is controlled by, or is under common control with, BA, and that orders Resale services, UNE or Interconnection Trunks from BA. BA will measure and report performance results only for Resale Services, UNE and Interconnection Trunks, ordered by a BA Affiliate as a CLEC pursuant to one of the following types of service agreement between BA and the BA Affiliate that has been approved by the Commission: (1) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(a)-(e); or, (2) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(i).
<u>Basic Front-End Edits</u>	Front-end edits performed by EDI/Web GUI prior to order submission. Basic Edits performed against EDI/Web GUI provided source data include: State Code must equal DE, DC, MD, NJ, PA, VA, WV; CLEC Id cannot be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via BA Change Control procedures.
Business Day	Monday through Friday, excluding Holidays.
CLEC Trunks	As used in Metrics PR-4, PR-5, PR-6, PR-8, MR-2, MR-4 and MR-5, "CLEC Trunks" includes: (1) CLEC to BA Trunks provided by BA to CLECs; and, (2) BA network facilities connecting BA to CLEC Trunks to the BA network.
Collocation Milestones	BA and the CLEC shall work cooperatively to jointly plan the implementation milestones. An implementation schedule will be developed outlining milestones. BA and the CLEC shall work cooperatively in meeting milestones as determined during the joint planning process. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Complex Services	For Retail and Resale, ISDN BRI and ADSL service. For UNE, 2 Wire Digital Services (2 wire digital loops and ISDN BRI switch ports), and 2 Wire xDSL Services (2 wire xDSL loops).
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a BA end user to a CLEC completed with manual coordination by BA and CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.
CPE	Customer Premises Equipment
Dispatched Orders:	An order requiring the dispatch of a Bell Atlantic Field technician outside of a Bell Atlantic Central Office. Intervals differ by line size.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
Flow-Through Orders	Orders received through the electronic ordering interface (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a BA service representative to type an order into the service order processor.
Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN or xDSL services.
LSR	Local Service Request

LSRC	Local Service Request Confirmation
No-Dispatch Orders	Orders completed without a dispatch outside a Bell Atlantic Central Office. Includes orders with translation changes and dispatches inside a Bell Atlantic Central Office.
OSS	Operations Support Systems
Parity with BA Retail (CLEC to BA Trunks, and CLEC Trunks)	For CLEC to BA Trunks provided by BA to CLECs, and CLEC Trunks, "Parity with BA Retail" is determined by comparing BA's performance with regard to such trunks and facilities to BA's performance with regard to dedicated BA trunks serving non-competitor customers or IXC Feature Group D trunks provided by BA to its affiliates or IXCs serving as its major long distance wholesaler aft 271 approval..
Performance Assurance Payments	Credits, billing adjustments, remedies, damages, liquidated damages, penalties, financial incentives, and any other payments, that BA is obligated to provide or pay under the Commission's order in [cite name and docket number of order], or under other orders of the Commission.
POTS Services	<u>Plain Old Telephone Services</u> include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex and PBX trunks. POTS does not include Complex Services.
PON	<u>Purchase Order Number</u> : Unique purchase order number provided by CLEC to BA placed on Local Service Request ("LSR") or Access Service Request ("ASR") as an identifier of a unique order.
POTS Platform	The Analog POTS Platform.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA), or request out of the ordinary requiring special coordination, such as rearrangements, is considered a project.
Reject	An order is rejected when there are omissions of or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, non-access service. Excludes trunks (CLEC to BA Trunks, CLEC Trunks, BA to CLEC Trunks). IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access.
Suspend for non-payment and associated restore orders.	Includes: (a) orders to suspend BA Retail customer service for non-payment and to restore service suspended for non-payment; and, (b) for Resale service, CLEC orders to suspend CLEC customer service for non-payment and to restore service suspended for non-payment, provided such orders are submitted to BA as orders to suspend for non-payment and restore service suspended for non-payment, pursuant to BA's CLEC suspend for non-payment service.
Test Orders	Orders processed for "fictional" CLECs for BA to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL', 'NYNX', 'ZKPM', 'ZPSC', 'ZTKP', 'ZTPS', 'ZJIM'.
Trunks	CLEC to BA Trunks, CLEC Trunks and BA to CLEC Trunks, measured under these <i>Carrier-to-Carrier Guidelines</i> include only message trunks that carry local traffic. They do not include special access trunks provided under an access tariff, IXC dedicated trunks, or trunks carrying only IXC traffic.

2 Wire Digital Loop	2 wire unbundled digital loop that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop with less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Bell Atlantic's central office where the end user is served. The 2-wire digital – ISDN BRI loop currently offered by Bell Atlantic is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps).
2 Wire Digital Services	For Retail and Resale, ISDN BRI service. For UNE, 2 wire digital loops and ISDN BRI switch ports.
2 Wire xDSL Services	For Retail and Resale, ADSL service.  For UNE, 2 wire xDSL loops. UNE 2 Wire xDSL Services do not include line sharing arrangements where CLEC xDSL service is furnished on a BA retail customer's line.

i As new CLEC interfaces become available, the EnView simulation process will be expanded to include them as well. If a CLEC interface is retired, the simulations, measurement, and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

ii There is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance

iii While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For BA retail representatives this is a required two step process requiring two separate transactions.

iv Basic front-end edits – see Glossary.

v Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or BA-NY reasons are not counted as resent confirmations.

vi Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

vii Also includes orders requiring facility verification as specified in the interval appendix.

viii Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

ix Also includes orders requiring facility verification as specified in the interval appendix.

x Orders that are or should be X appointment coded. Effective 2/00, BA will automate appointment coding.

xi BA Administrative Orders – See Glossary.

xii BA Administrative Orders – See Glossary.

xiii I.e., dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell.

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xiv BA Administrative Orders – See Glossary.

xv BA Administrative Orders – See Glossary.

xvi Segments – See Glossary.

xvii % Missed Appointment Customer – No Standard – Not in Control of Bell Atlantic.

xviii BA Administrative Orders – See Glossary.

xix Retail Complex Performance in Maintenance includes only ISDN services served on 5E switches. No other tracking is possible at this time.

xx When BA-NY opens a second trouble report, after an incorrect dispatch by a CLEC, BA-NY will notify the CLEC by telephone of the second trouble ticket.